

Claims

What is claimed is:

1. A method of managing escalation of a business process, the method comprising the steps of:

5 obtaining a request from a business process, the business process having one or more tasks associated therewith;

 mapping the one or more tasks to one or more roles;

 allocating one or more available resources for the one or more roles; and

10 launching at least one communication session such that data associated with the business process may be transferred to the one or more allocated resources.

2. The method of claim 1, further comprising the step of decomposing the one or more tasks associated with the business process into one or more subtasks.

15 3. The method of claim 2, wherein the mapping step further comprises mapping the one or more subtasks to one or more roles.

20 4. The method of claim 1, further comprising the step of adding annotation to the one or more tasks such that at least a portion of the annotation may be transferred to the one or more allocated resources.

5. The method of claim 1, further comprising the step of obtaining one or more responses from the one or more resources.

25 6. The method of claim 1, further comprising the step of performing one or more actions.

7. The method of claim 6, wherein the action performing step further comprises launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy.

5 8. The method of claim 6, wherein the action performing step further comprises reallocating one or more new resources.

9. The method of claim 6, wherein the action performing step further comprises aggregating the one or more responses from the one or more allocated resources.

10 10. The method of claim 6, wherein the action performing step further comprises providing a response to the business process.

15 11. The method of claim 1, wherein one or more individuals are associated with the one or more roles.

12. The method of claim 1, wherein the one or more resources comprise one or more computing devices.

20 13. Apparatus for managing escalation of a business process, the apparatus comprising:

a memory; and

25 at least one processor coupled to the memory and operative to: (i) obtain a request from a business process, the business process having one or more tasks associated therewith; (ii) map the one or more tasks to one or more roles; (iii) allocate one or more available resources for the one or more roles; and (iv) launch at least one communication

session such that data associated with the business process may be transferred to the one or more allocated resources.

14. An article of manufacture for managing escalation of a business process, comprising a machine readable medium containing one or more programs which when executed implement the steps of:

5 obtaining a request from a business process, the business process having one or more tasks associated therewith;

10 mapping the one or more tasks to one or more roles;

allocating one or more available resources for the one or more roles; and

15 launching at least one communication session such that data associated with the business process may be transferred to the one or more allocated resources.

16. A system for managing escalation of a business process, the system comprising:

20 a business communication controller operative to: (i) obtain a request from a business process, the business process having one or more tasks associated therewith; (ii) map the one or more tasks to one or more roles; (iii) allocate one or more available resources for the one or more roles; and (iv) launch at least one communication session such that data associated with the business process may be transferred to the one or more allocated resources.

25 16. The system of claim 15, wherein the business communication controller further comprises at least one of a task manager, a role manager, a business process task annotation broker and a business process adaptation device manager.

17. The system of claim 16, wherein the task manager manages a life cycle of a task.

18. The system of claim 17, wherein a life cycle of a task comprises at least one of an initialization stage, a proceeding stage and a post-processing stage.

19. A method of providing a service, in accordance with a service provider, to manage escalation of a business process, the method comprising the step of:

deploying a business communication controller operative to: (i) obtain a request from a business process, the business process having one or more tasks associated therewith; (ii) map the one or more tasks to one or more roles; (iii) allocate one or more available resources for the one or more roles; and (iv) launch at least one communication session such that data associated with the business process may be transferred to the one or more allocated resources.